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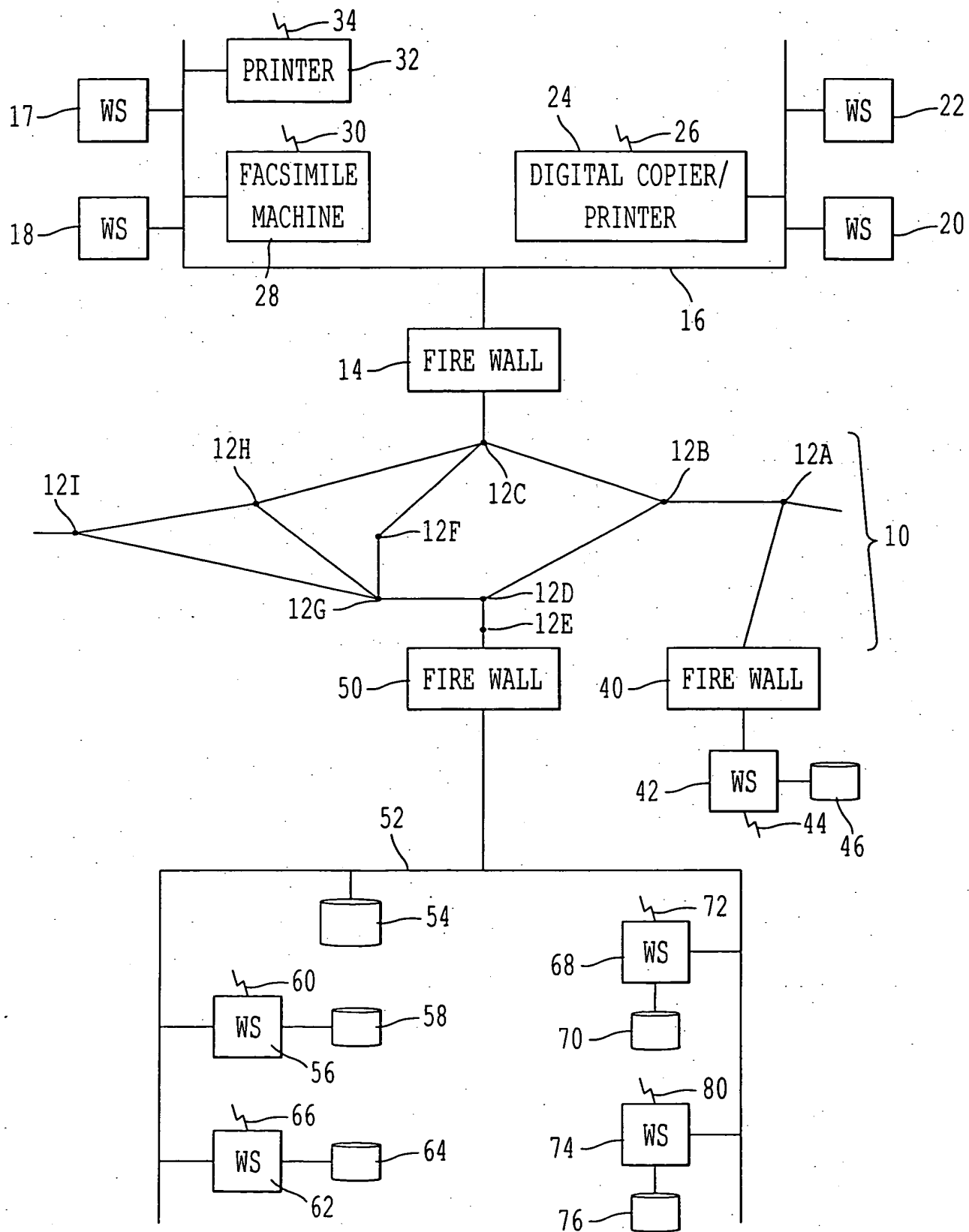


FIG. 1

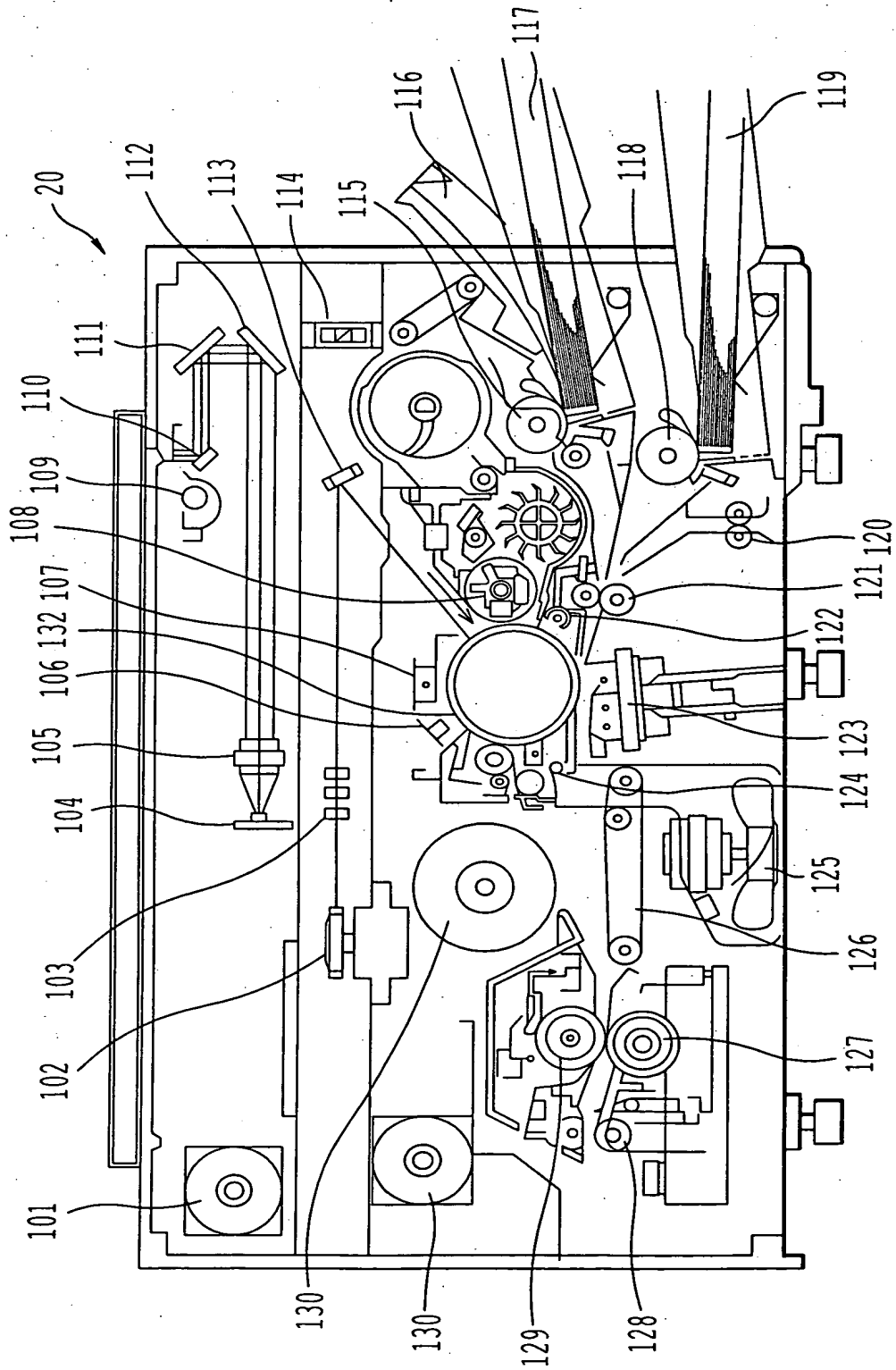
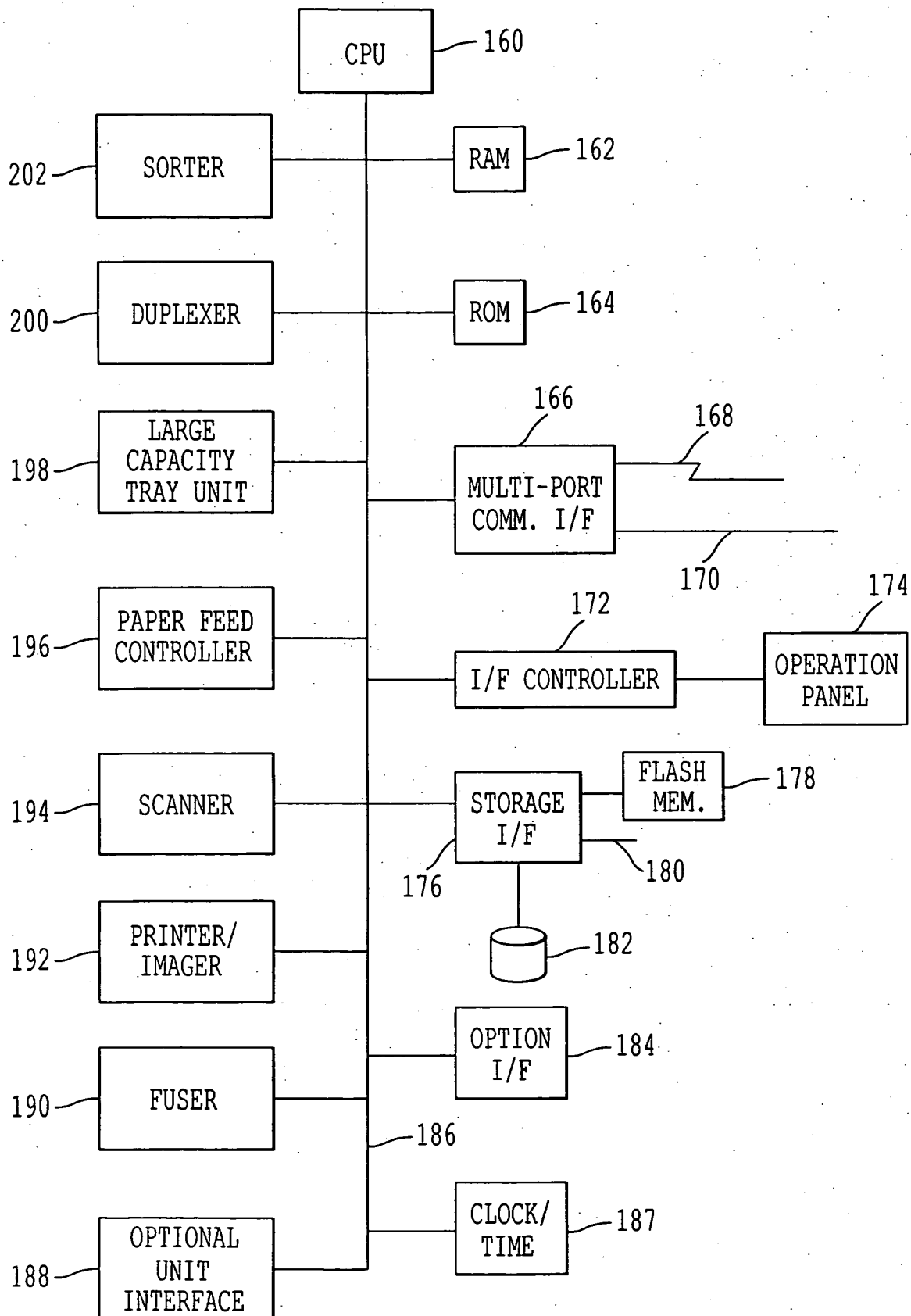
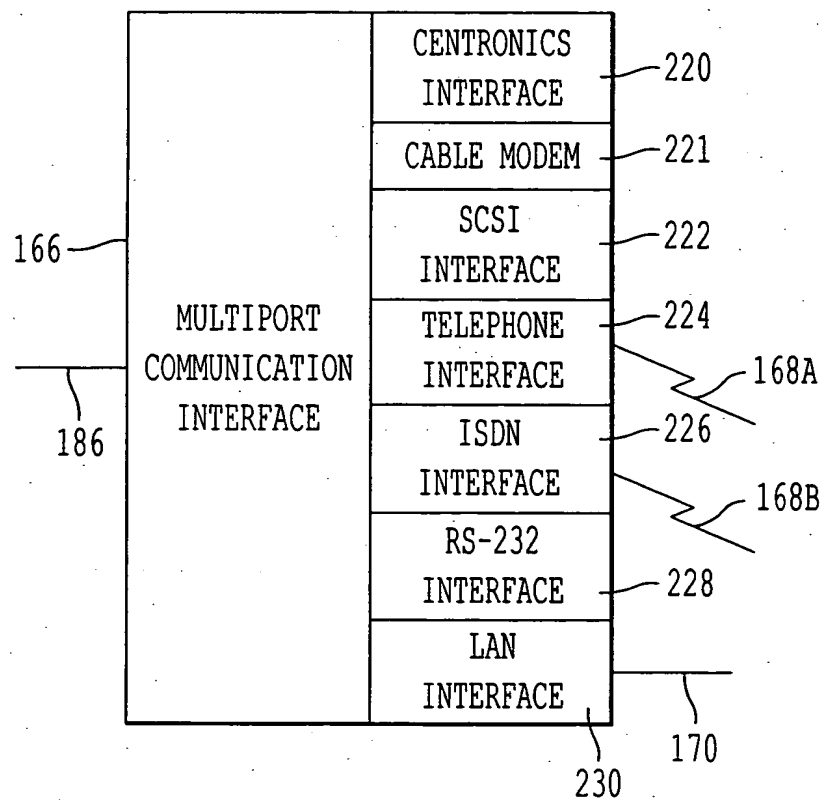


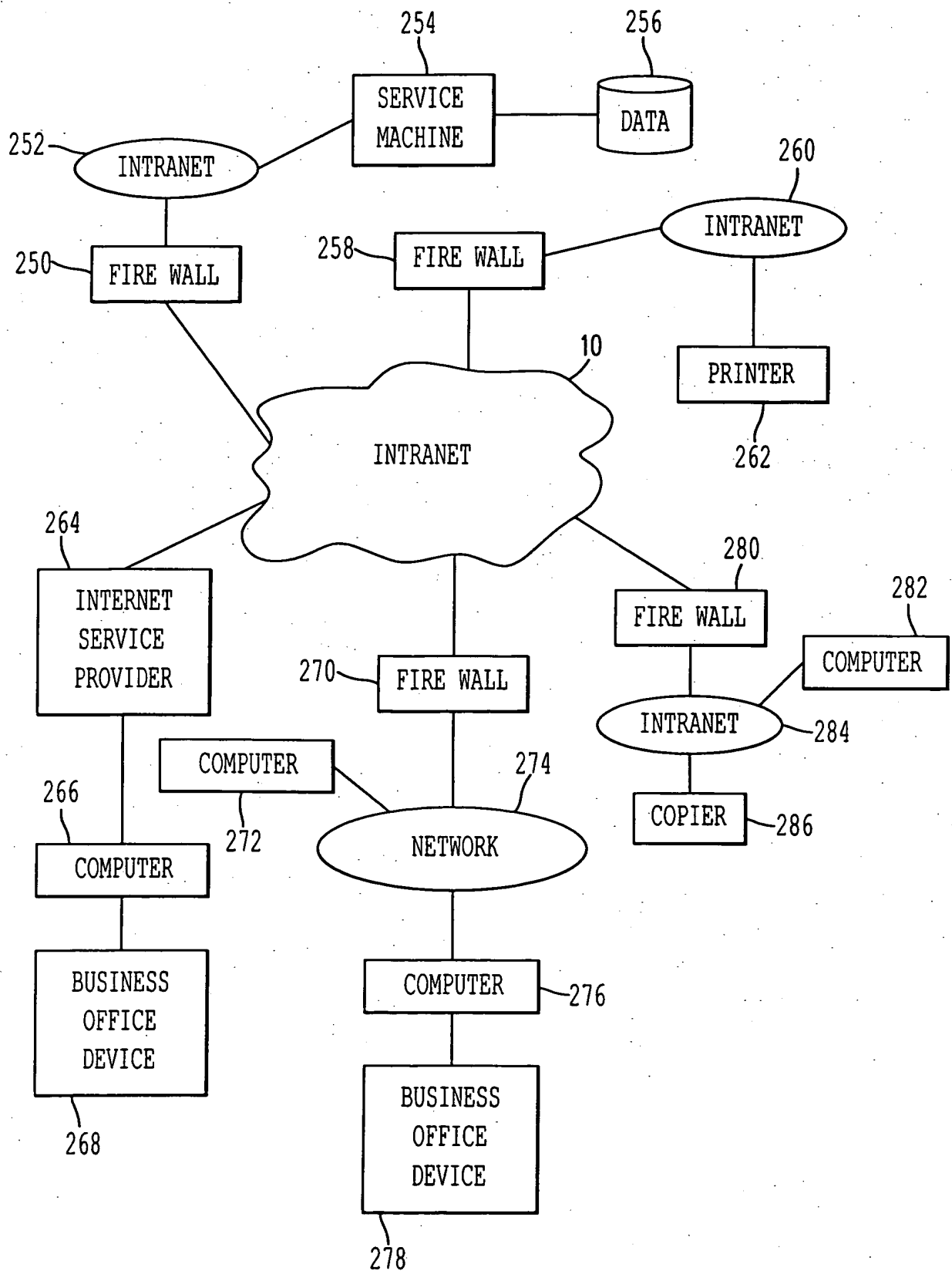
FIG. 2



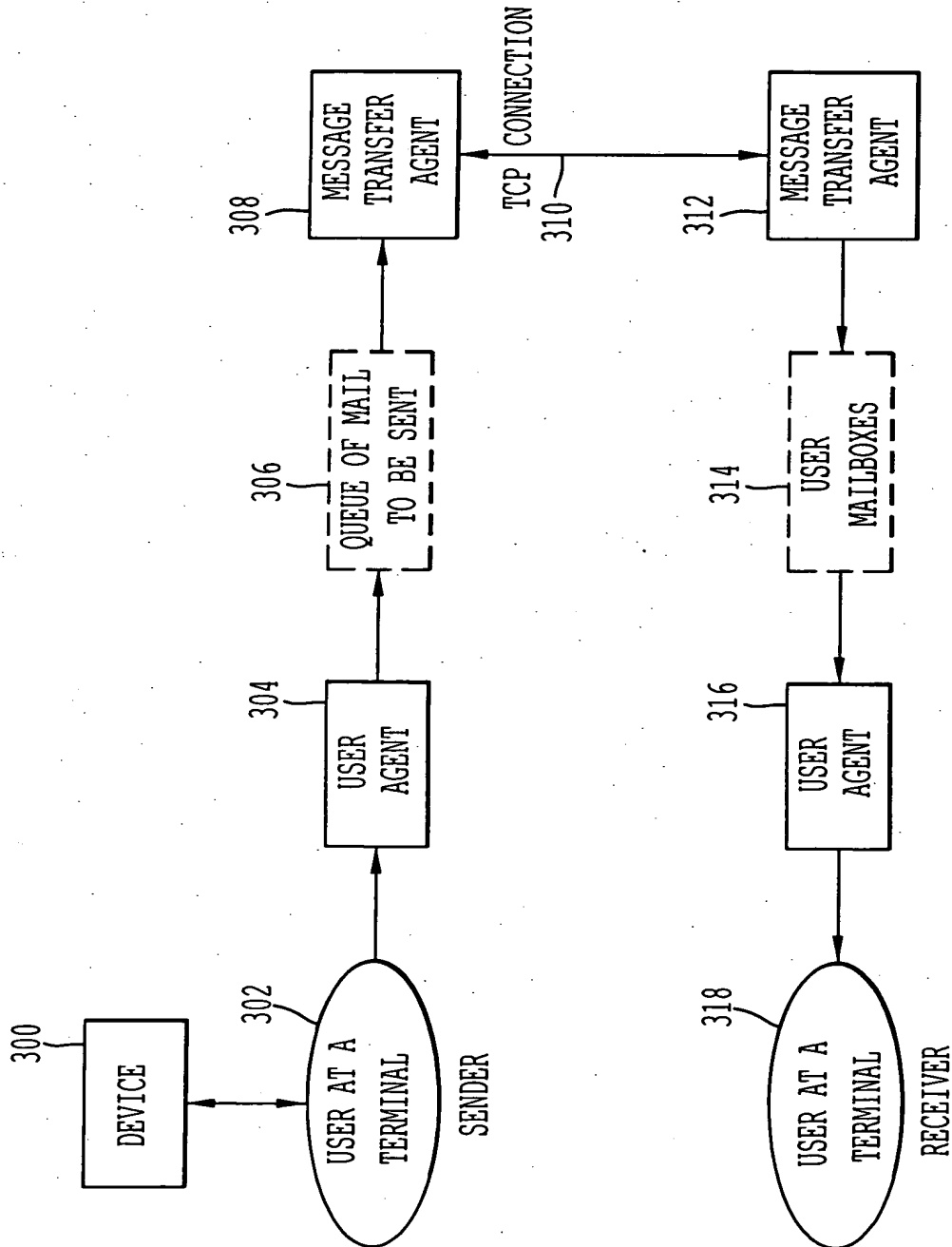
*FIG. 3*



*FIG. 4*



*FIG. 5*



*FIG. 6A*

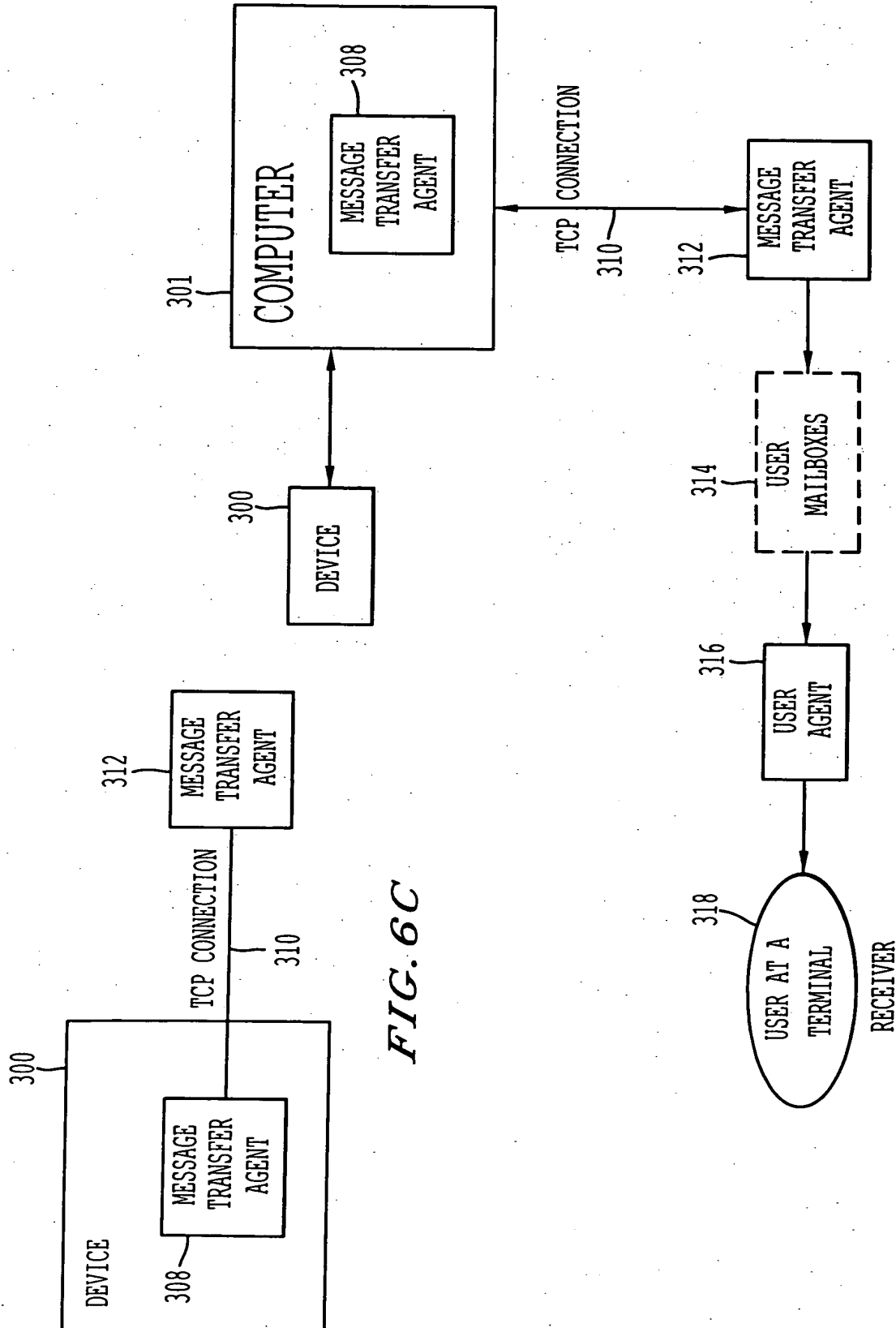


FIG. 6C

FIG. 6B



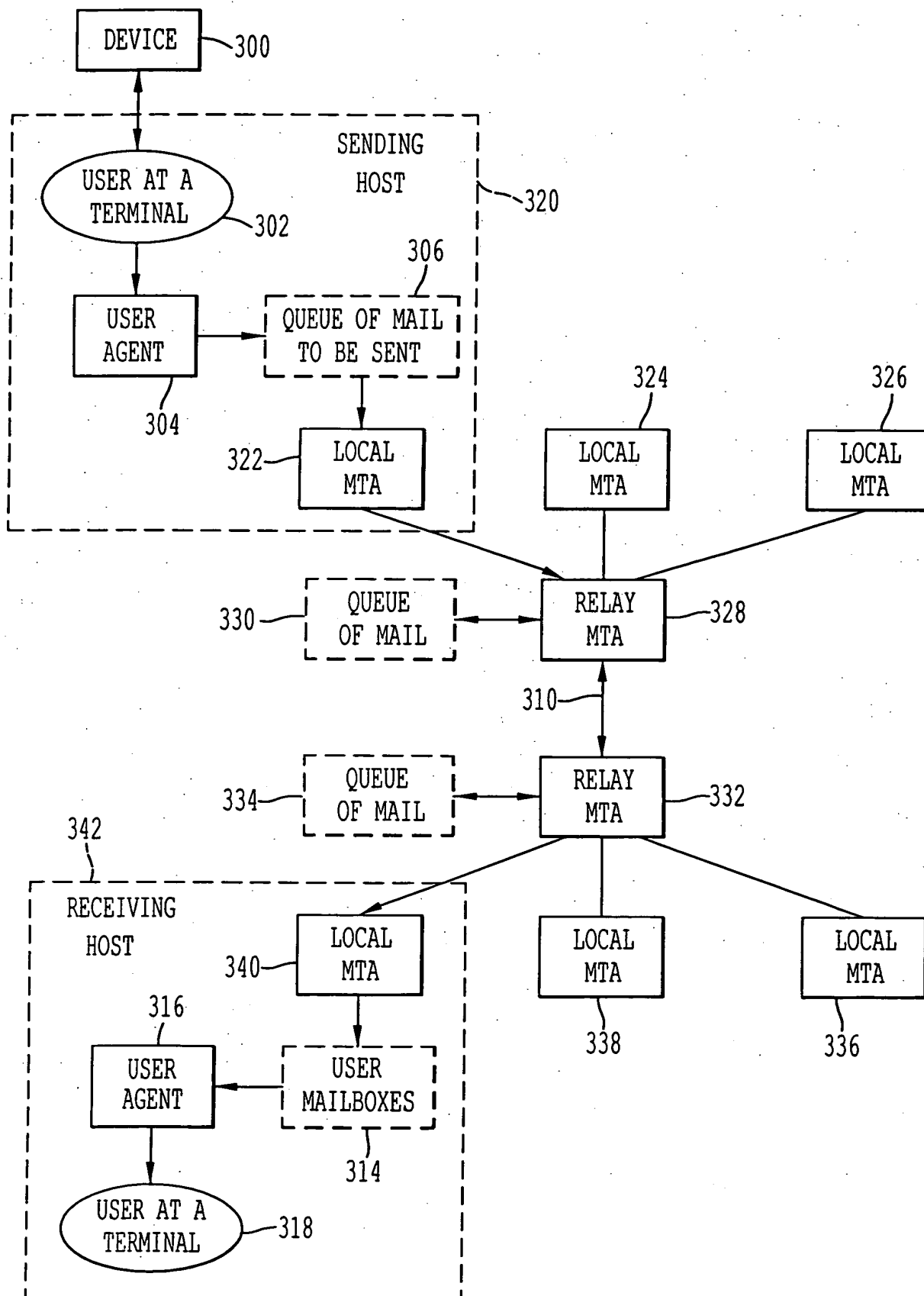


FIG. 7

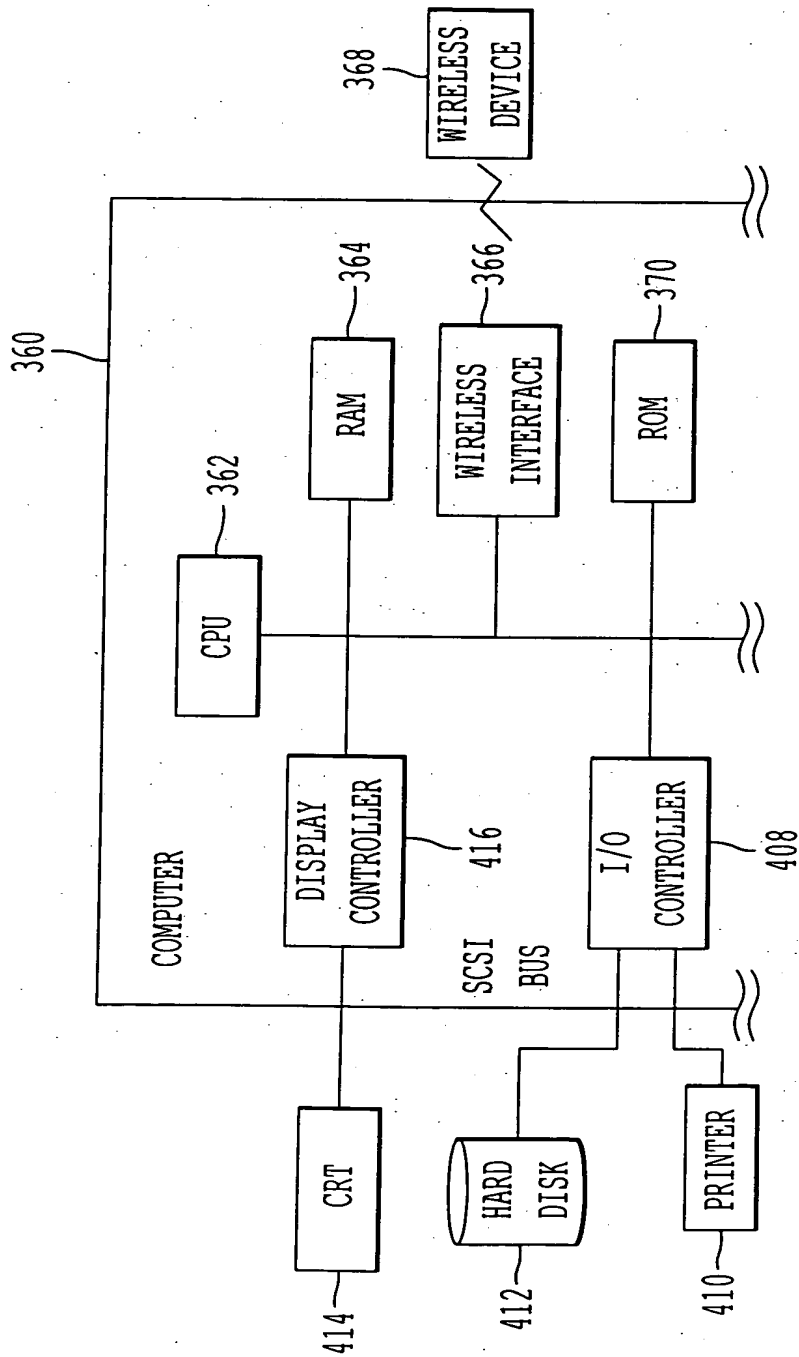


FIG. 8A

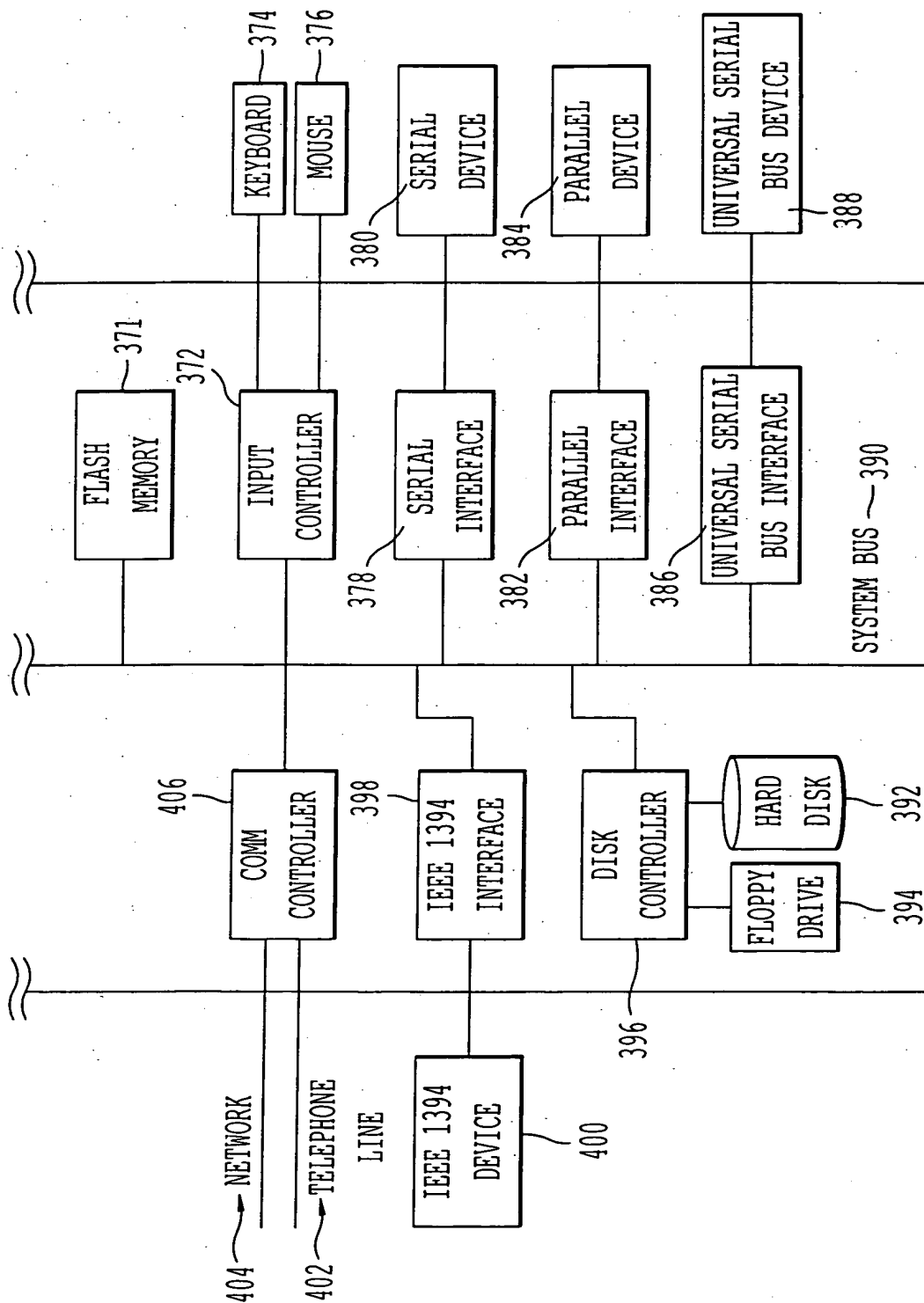
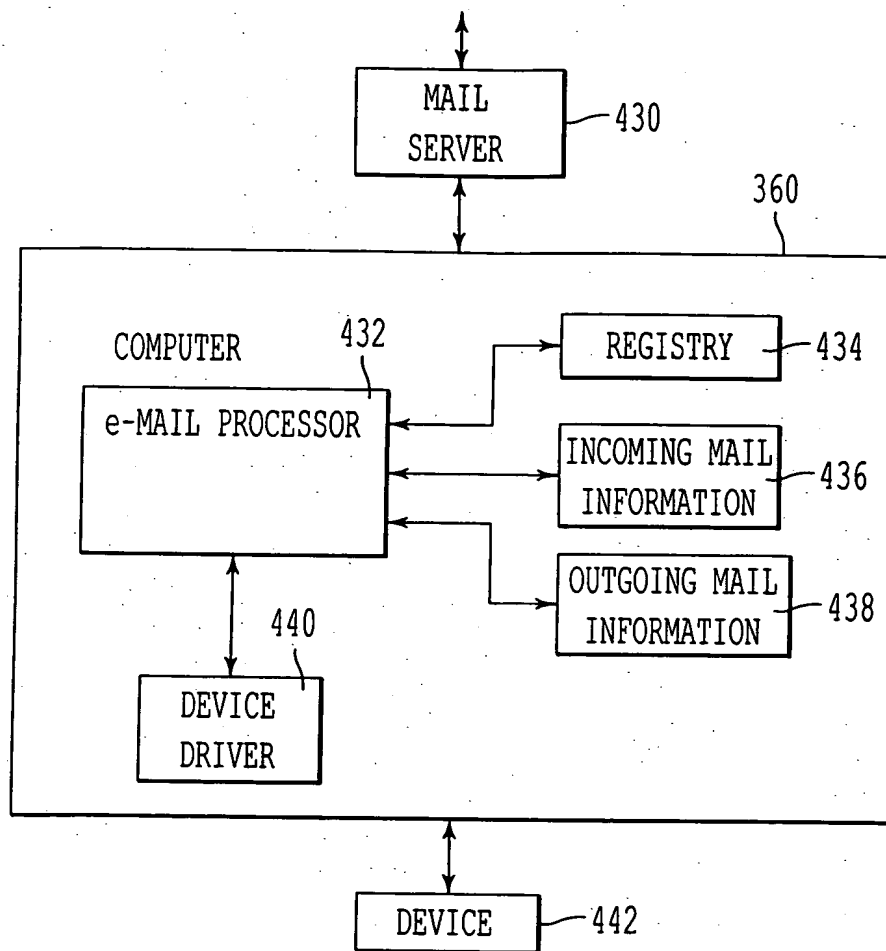
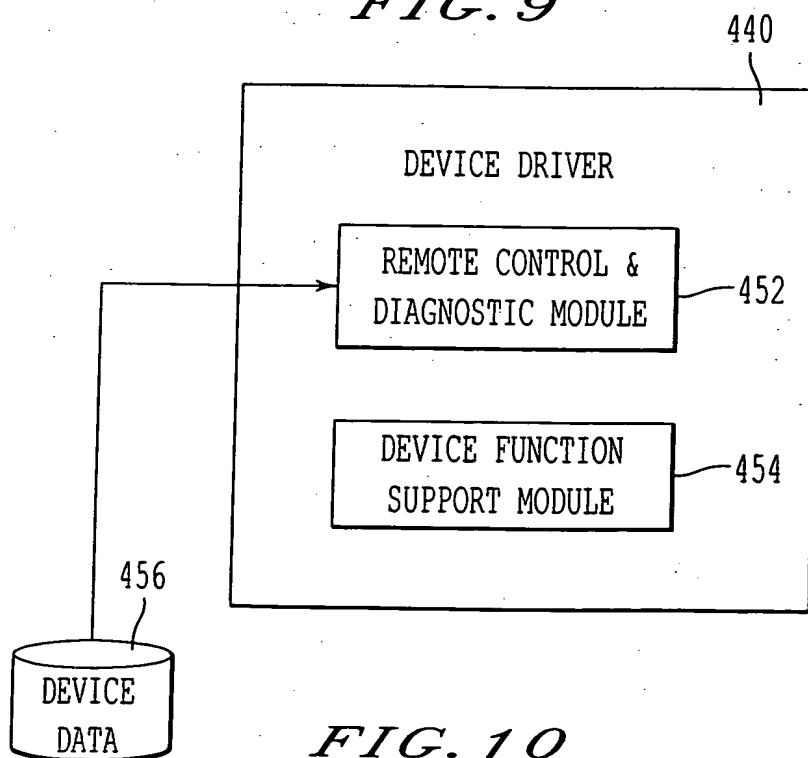


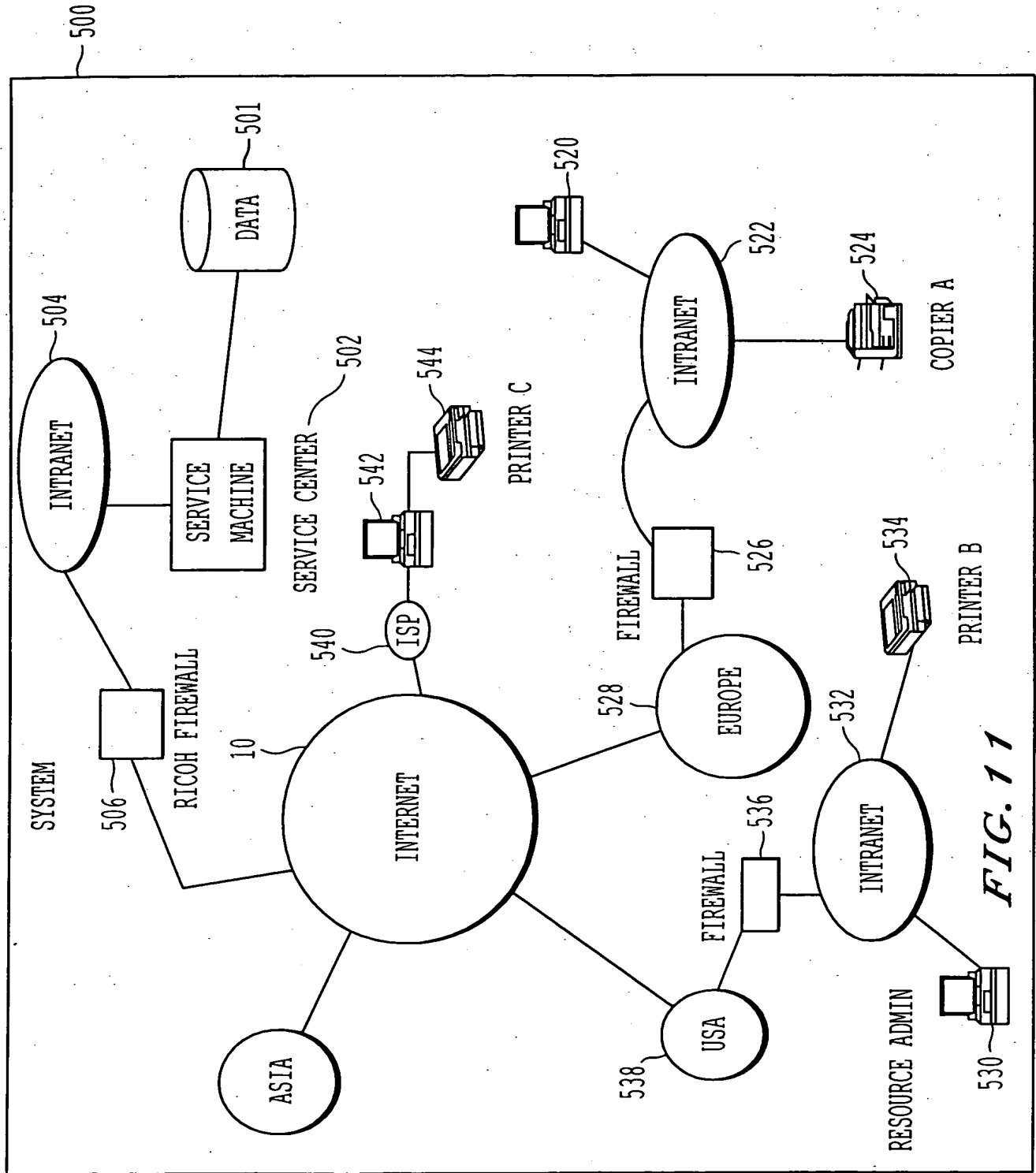
FIG. 8B

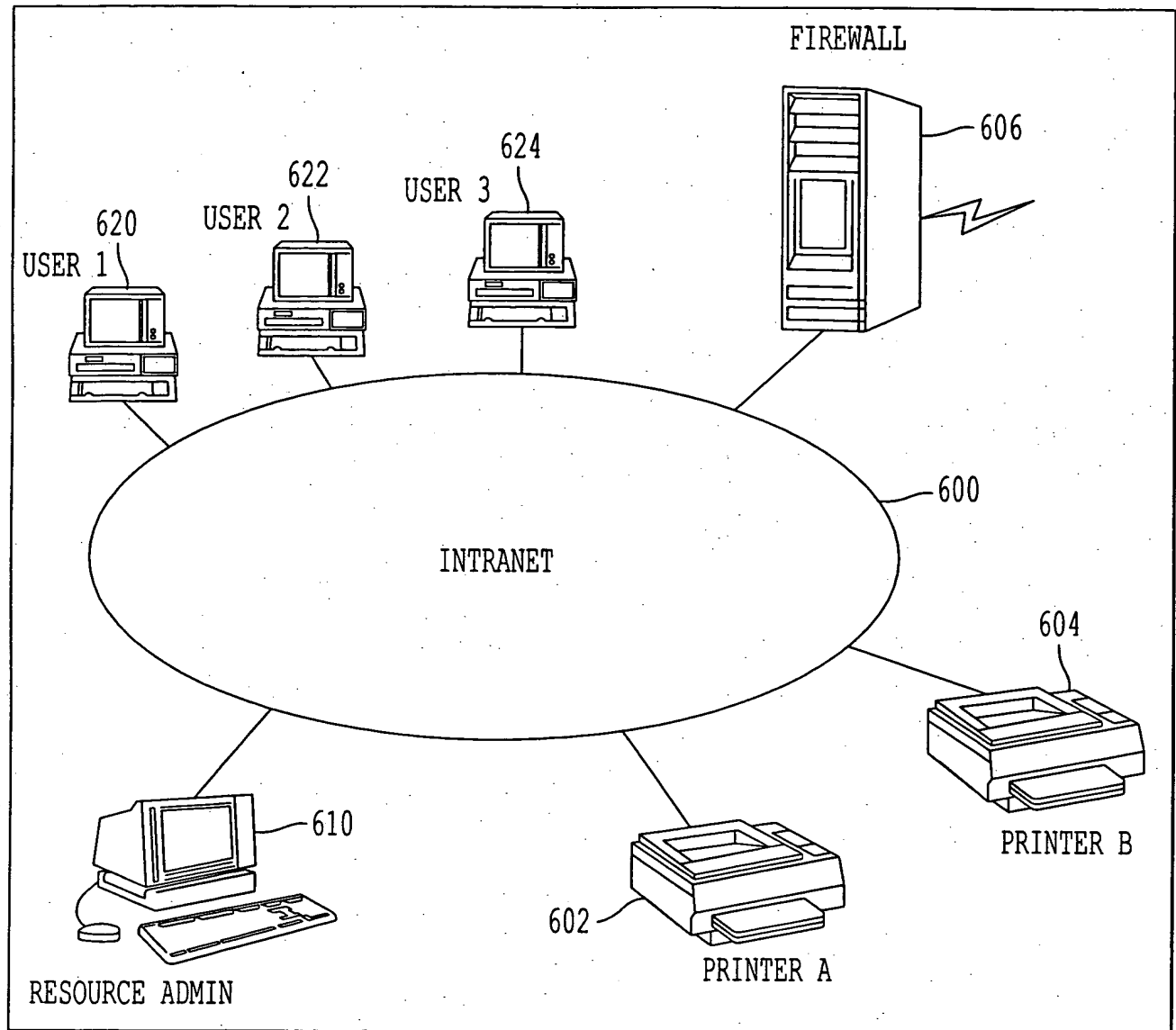


*FIG. 9*



*FIG. 10*





*FIG. 12*

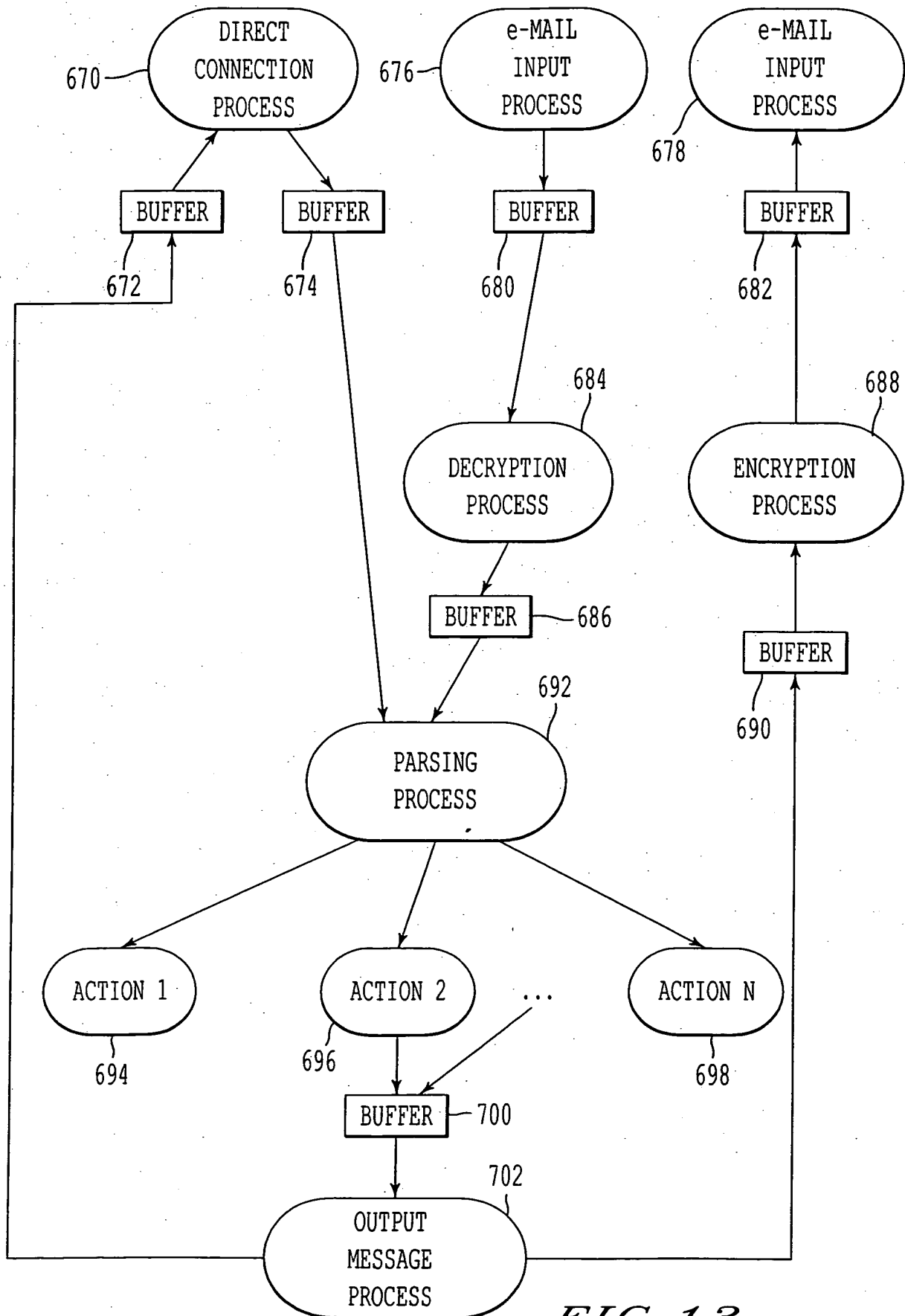


FIG. 13

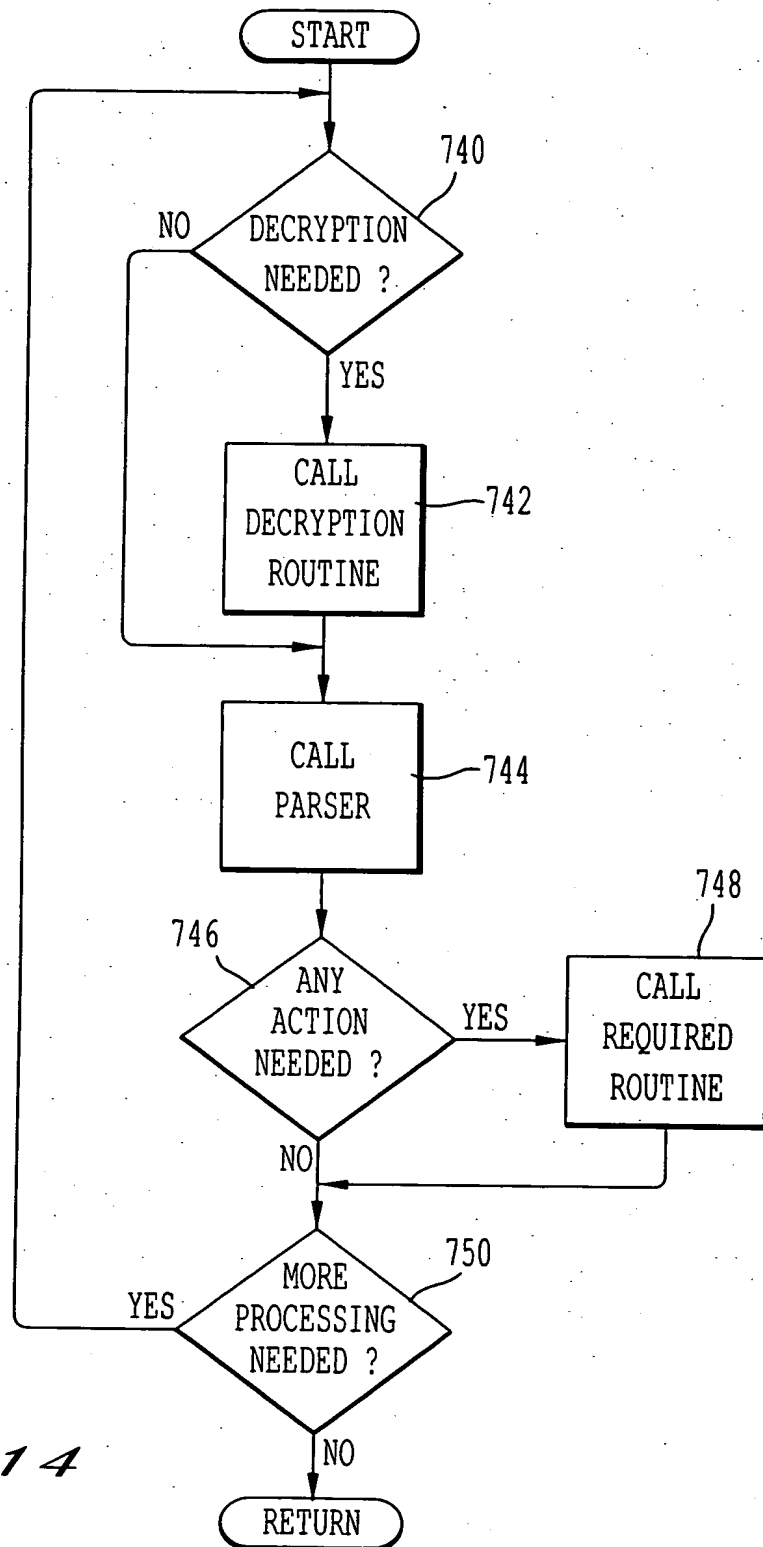


FIG. 14



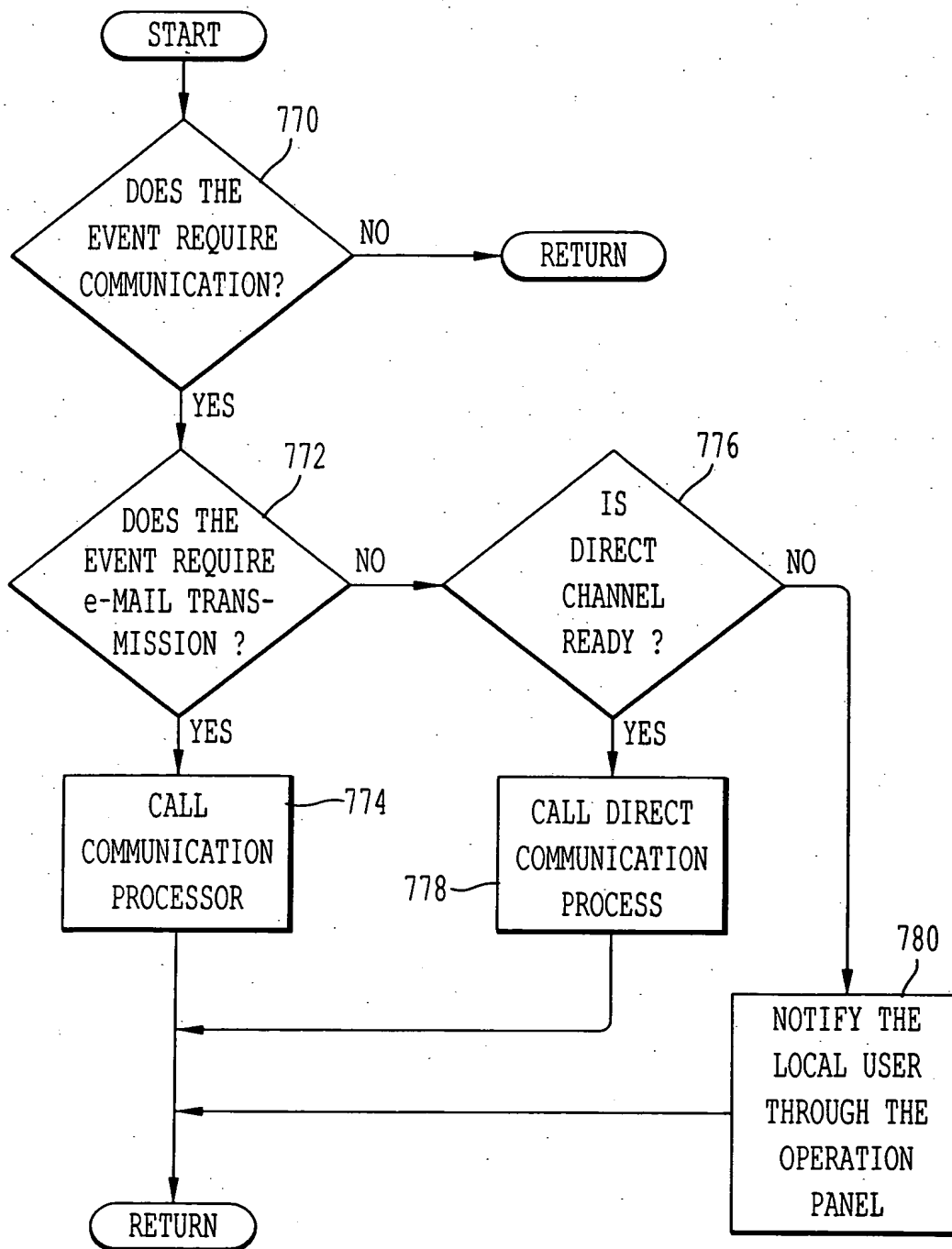
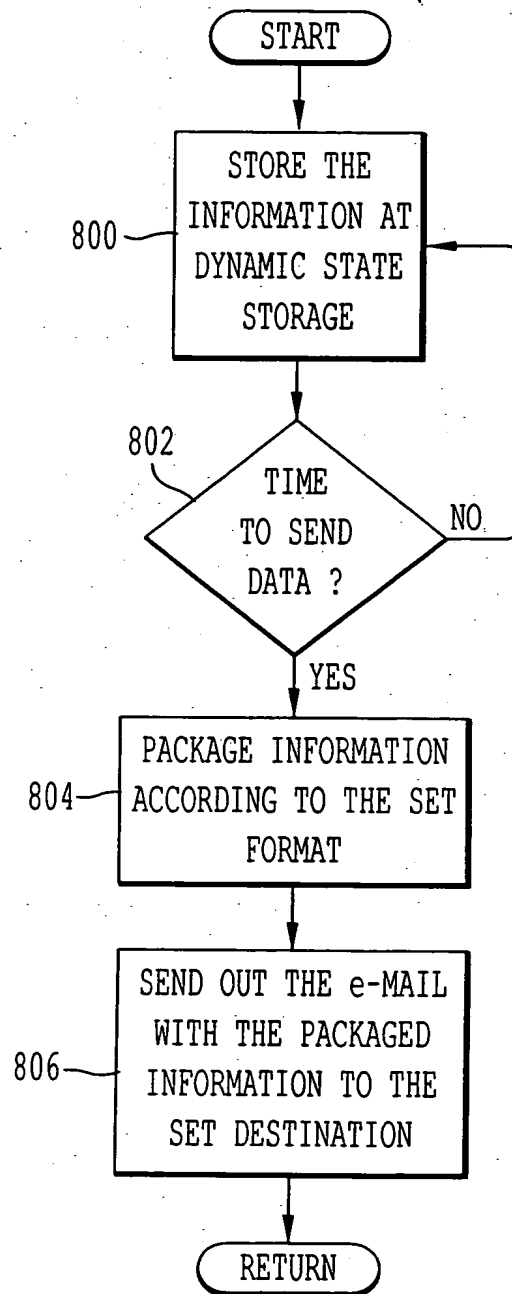
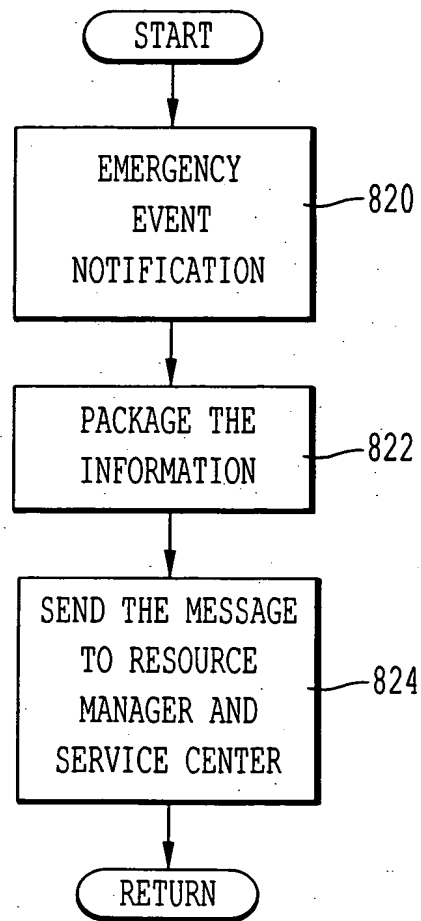


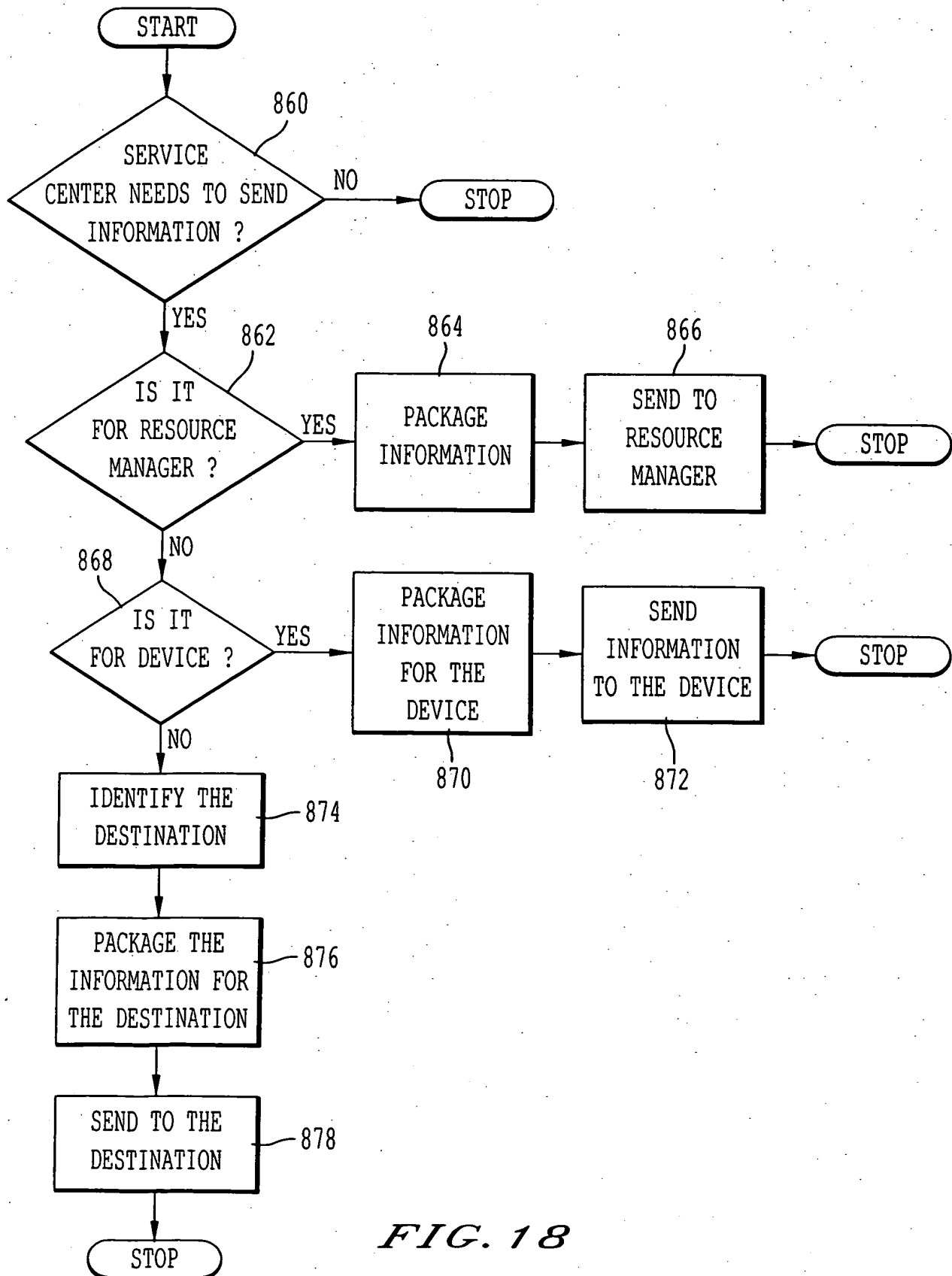
FIG. 15



*FIG. 16*



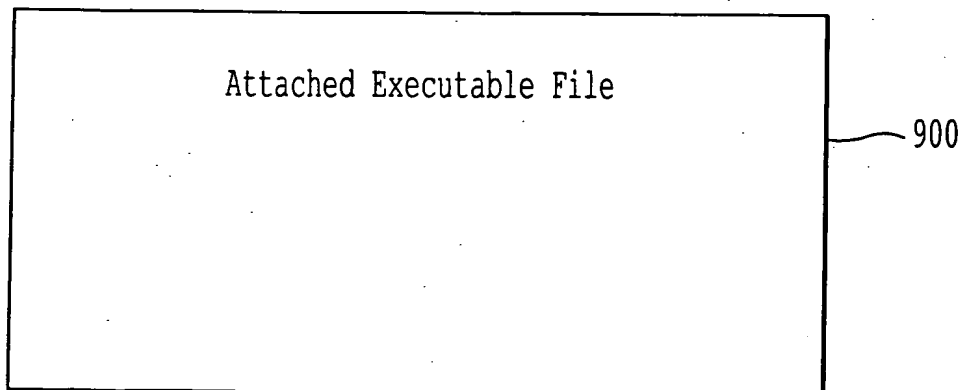
*FIG. 17*



*FIG. 18*

1. From: entity@domain\_name.com Mon March 29 7:20:50 1999
2. Date: Mon, 29 March 1999 10:18:19 - 0400
3. From: "Service Center" <entity@domain\_name.com>
4. To: machine@office.com
5. Subject: Printer Summary Statistics
6. Mime-Version: 1.0
7. Content- ....
- 8.
9. Dear Customer,
10. This message has originated from your printer company.
- 11.
12. We would like to analyze your printer and obtain summary statistics. Please
13. double-click on the attached executable file which will allow us to  
analyze your
14. printer and obtain summary statistics.
- 15.
16. Thank you for your cooperation.
- 17.
18. Signed, Company X

**FIG. 19A**



**FIG. 19B**

FROM:

Service Center

CC:

TO:

machine@office.com

SUBJECT:

Printer Statistics

MESSAGE:

Dear Customer,

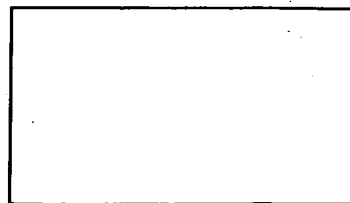
This messge has originated from your printer company.

We would like to analyze your printer and obtain  
summary statistics. Please double-click on the attached  
executable file which will allow us to analyze your  
printer and obtain summary statistics.

Thank you for your cooperation.

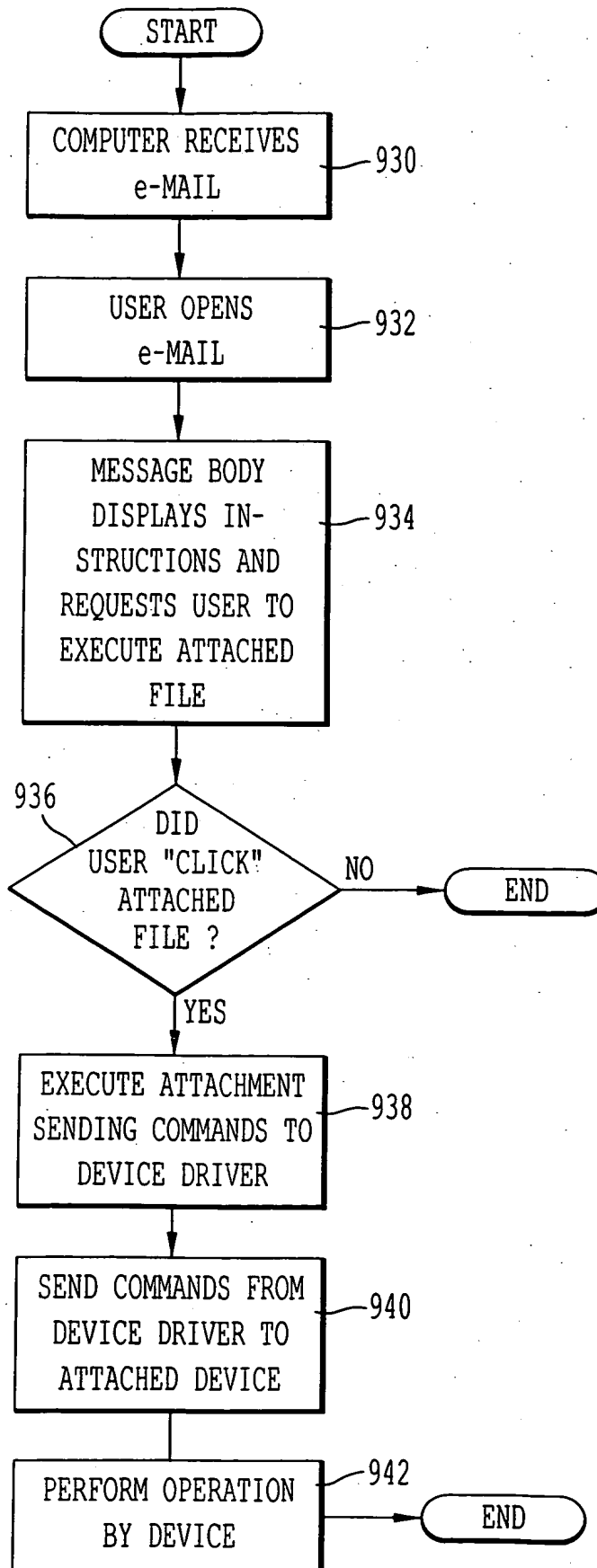
Signed. Company X

ATTACHMENT(S)



SUMMARY. EXE

*FIG. 20*



*FIG. 21*

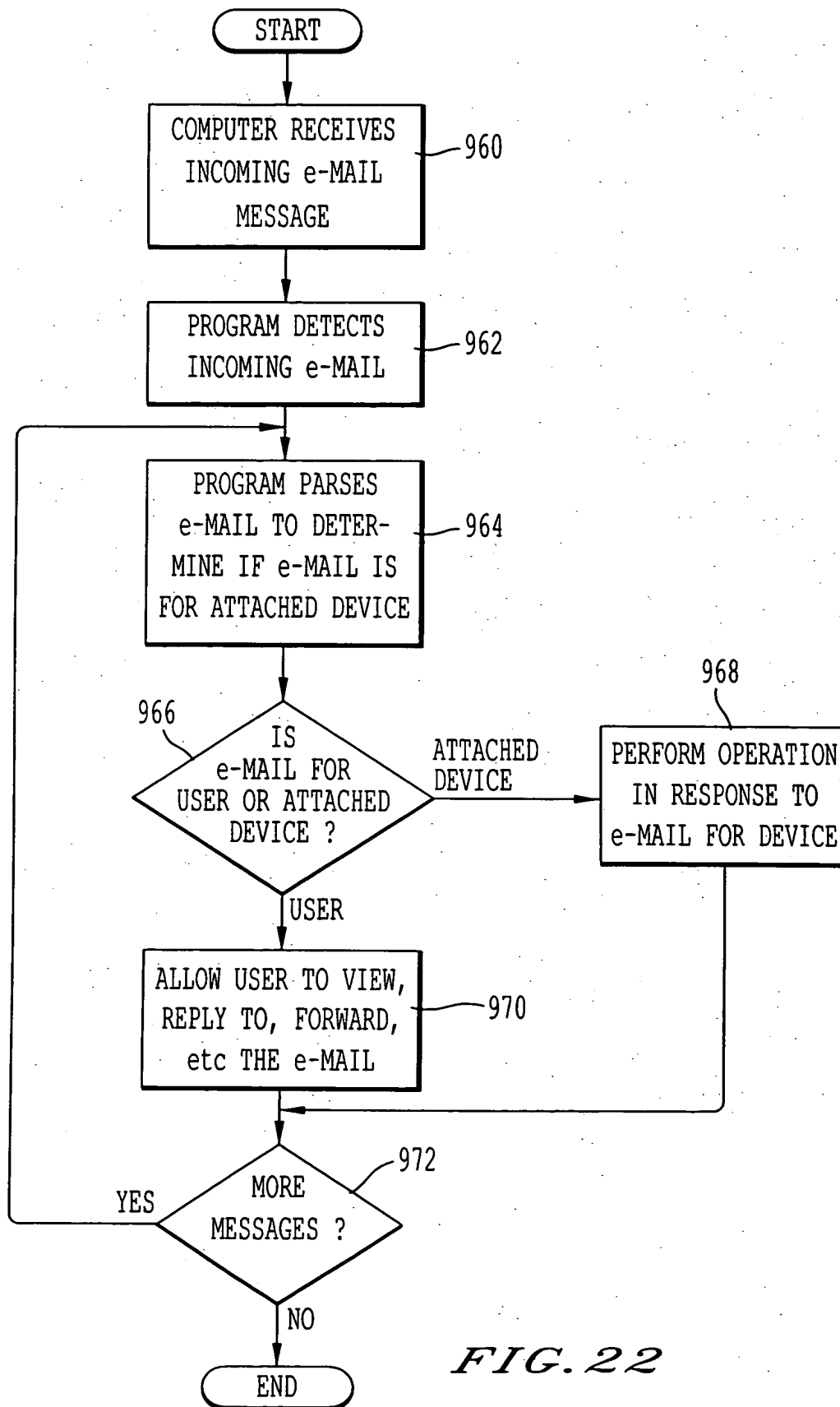
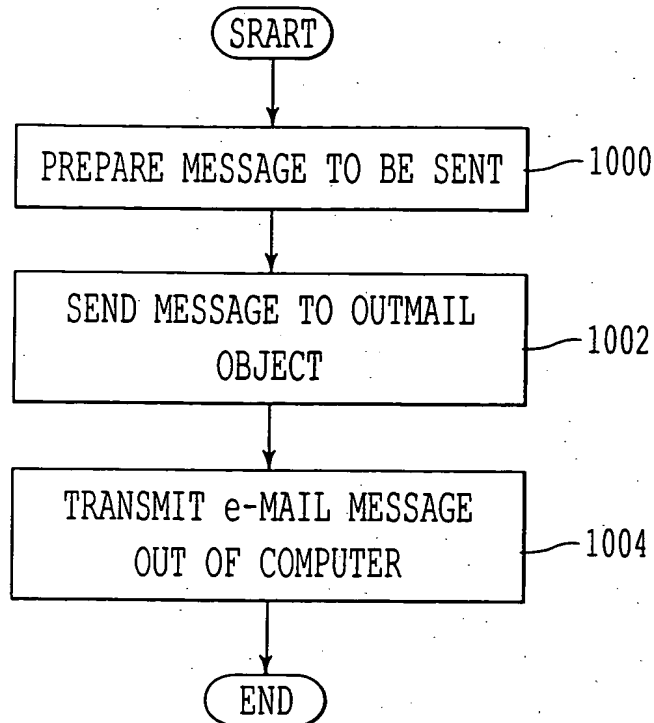
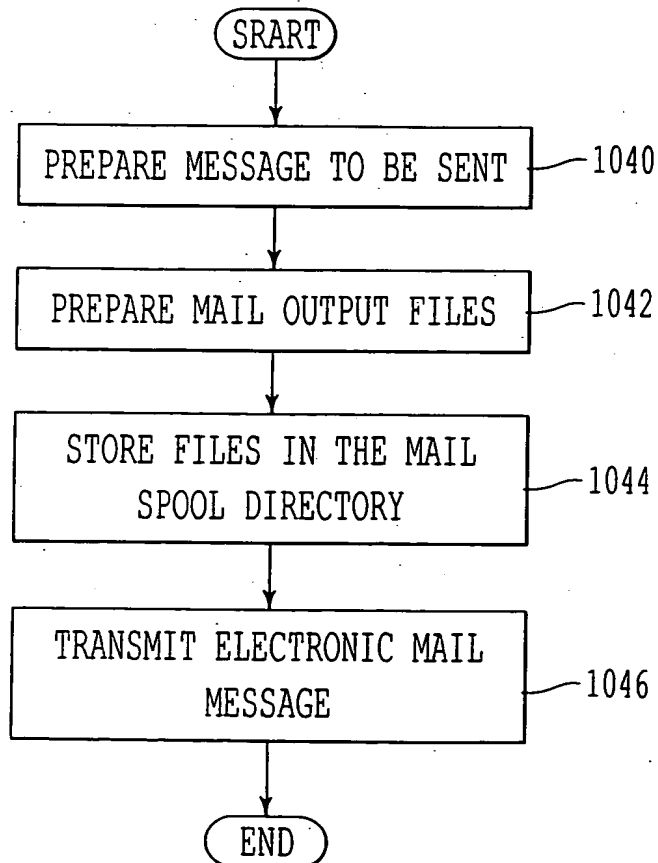


FIG. 22





*FIG. 23*



*FIG. 24*

1080		DEVICE INFORMATION
1082		DEVICE ID
1084		DEVICE MODEL
1086		DEVICE TYPE
1088		DEVICE CAPABILITIES
1090		TOTAL NO. OF JAMS
1092		TOTAL NO. OF JOBS
1094		TOTAL NO. OF PAGES
1096		TOTAL NO. OF COLOR PAGES
1098		AVERAGE PAGES / JOB
1100		NO. OF JOBS SINCE LAST REPORT
1102		NO. OF PAGES SINCE LAST REPORT
1104		NO. OF COLOR PAGES SINCE LAST REPORT
1106		NO. OF JAMS SINCE LAST REPORT
1108		INFORMATION OF LAST 20 JOBS WITH TIME STAMPS
1110		INFORMATION OF LAST 20 ABNORMAL JOBS WITH TIME STAMPS

*FIG. 25*

1120  
/

DATE 1 JAN 2001 TIME 0:00 TO 1:00 JAPAN TIME			
MACHINE	LOCATION	PROBLEM	NOTIFIED
XXXA1	CA, USA	DOC. FEEDER JAM FREQ. TROUBLE	IKON
XXYB2	UK	TRAY PAPER IN JAM TOO MANY IN PAST ONE WEEK	XXYZ
YYZZ3	TOKYO, JAPAN	DUPLEX JAM LAST 10 TRIES	ABCD
	.		
	.		
	.		
	.		
	.		
	.		

*FIG. 26*

1130  
/

DATA ON FT6650 IN USA, YR 1999

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TOTAL INSTALLATION 10,000,000

WITH SORTER 6,000,000

AVERAGE COPY JOB PER  
MACHINE ANNUALLY 20,000

AVERAGE USE OF SORTER 60%

•  
•  
•  
•  
•

*FIG. 27*

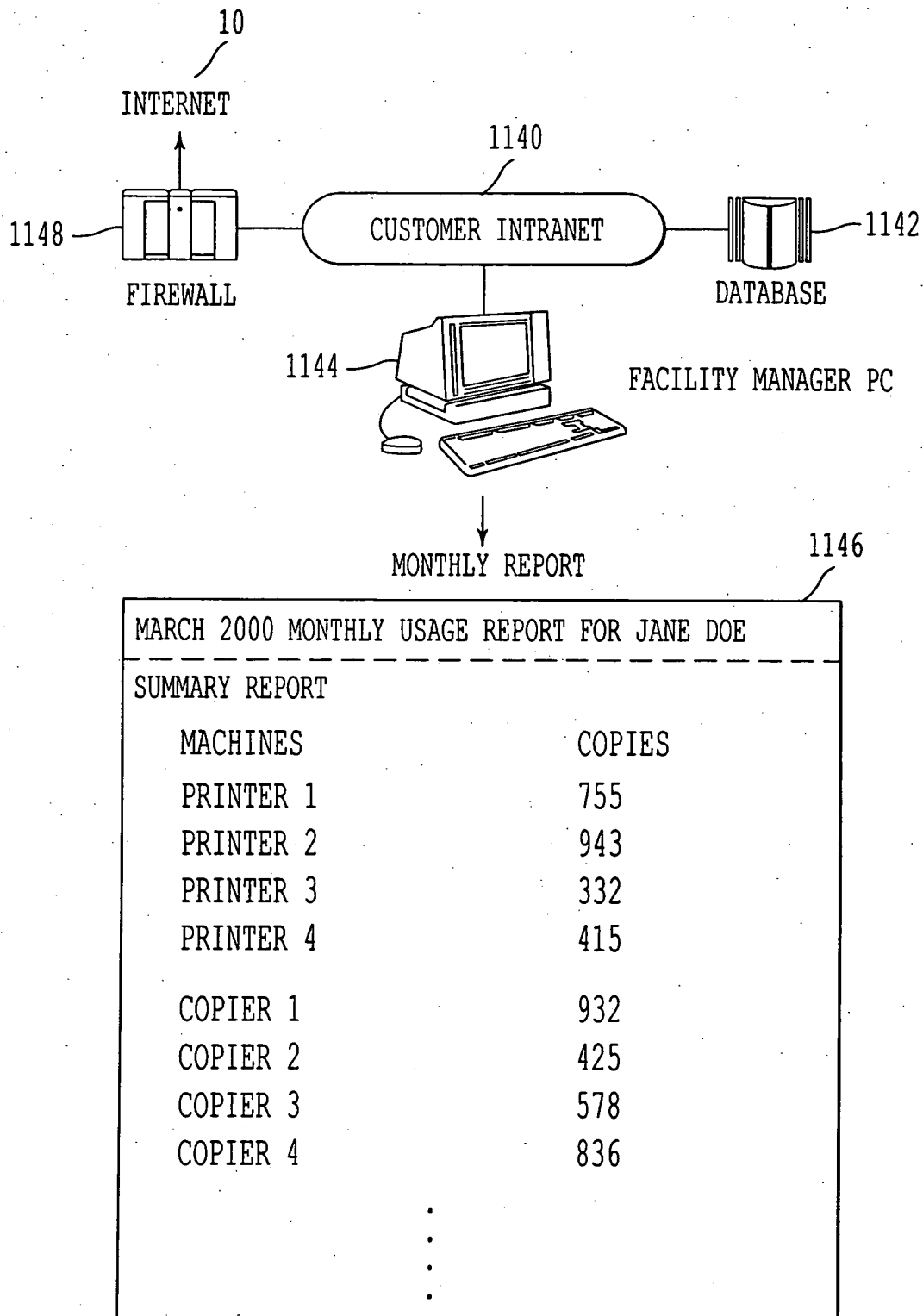


FIG. 28

USAGE REPORT WARNING FOR JANE DOE

1150

DEAR MS. DOE:

YOU HAVE USED 94% OF YOUR ALLOCATED PAGE  
LIMIT FOR PRINTER 2. PLEASE CONTACT YOUR RESOURCE  
ADMINISTRATOR TO ARRANGE FOR A NEW PAGE LIMIT  
BEFORE REACHING 100% OF YOUR CURRENT LIMIT OF  
1,000 PAGES.

*FIG. 29*

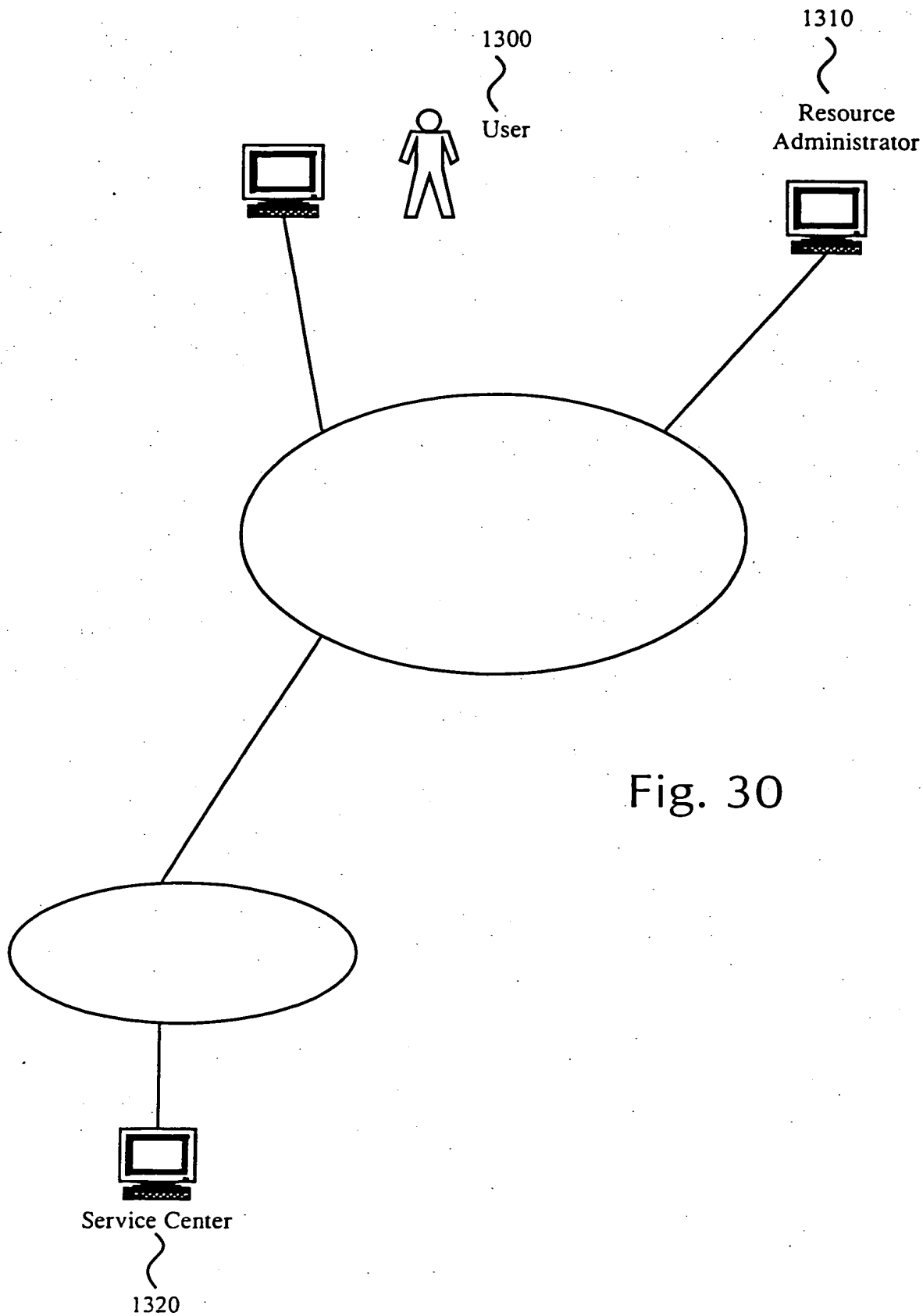


Fig. 30

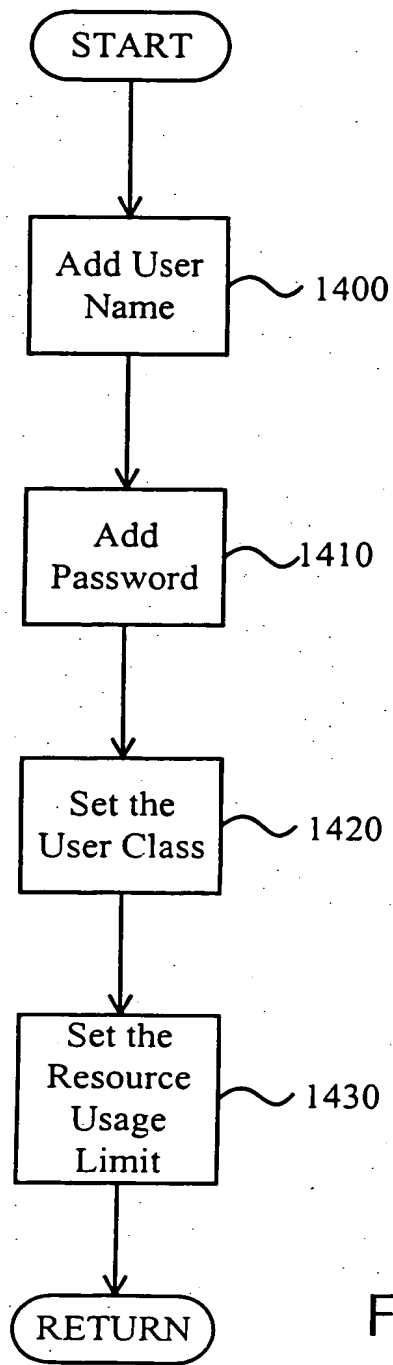


Fig. 31



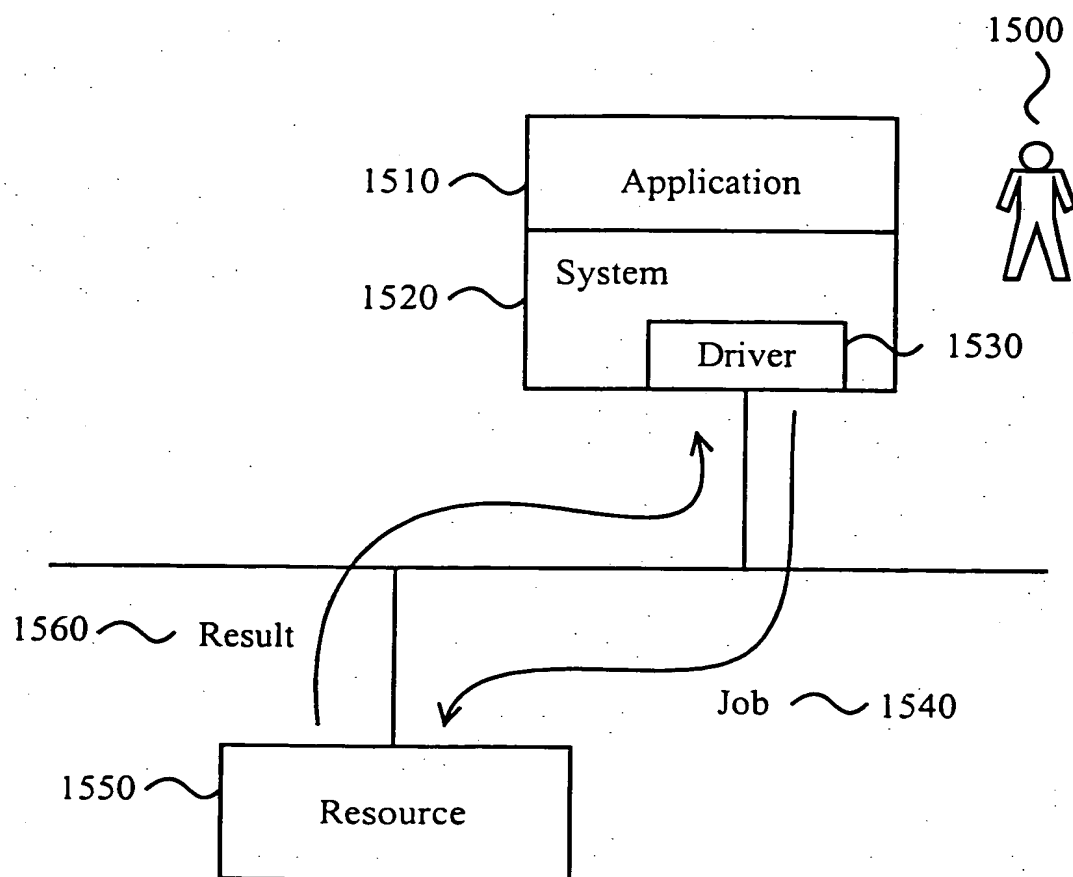


Fig. 32

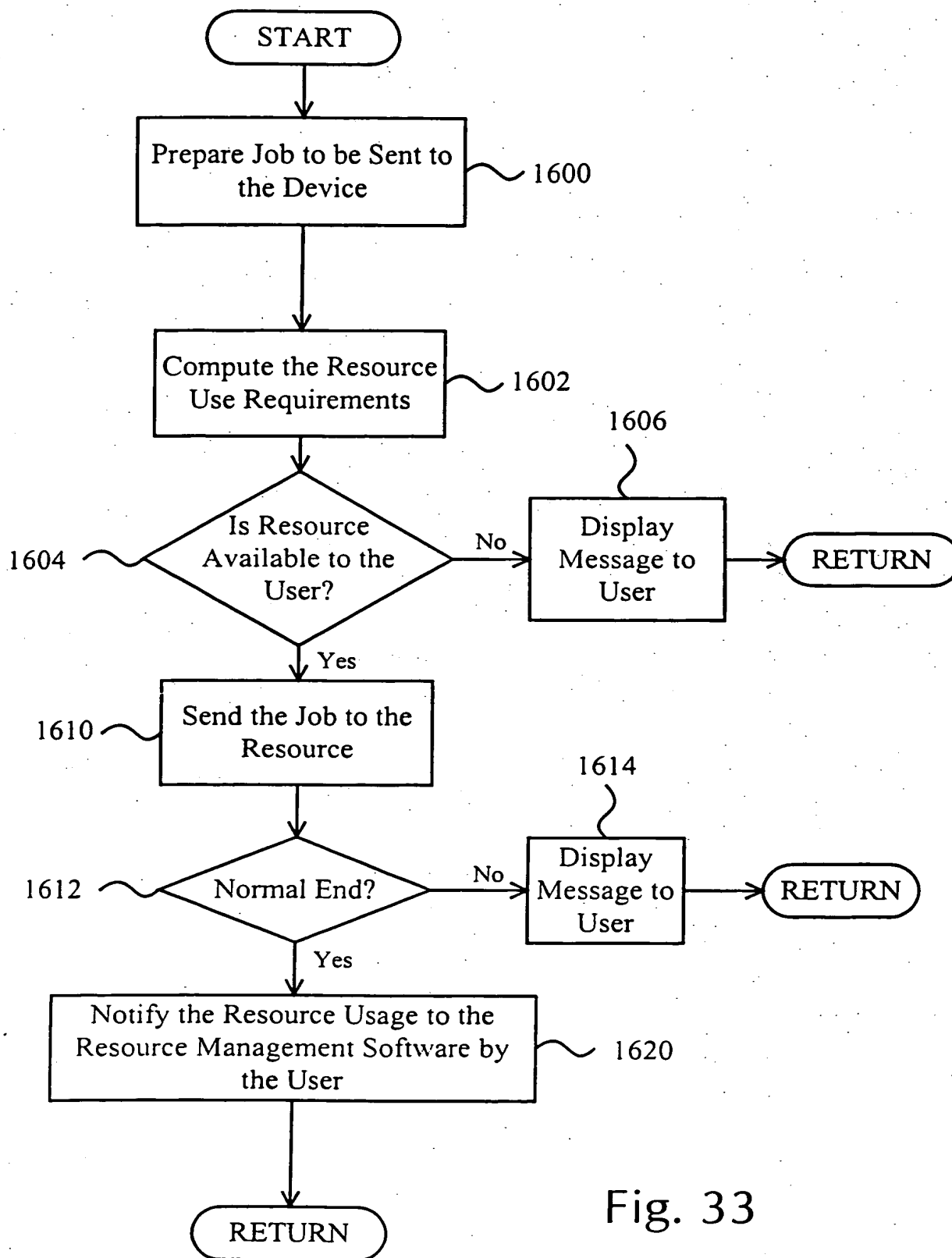


Fig. 33

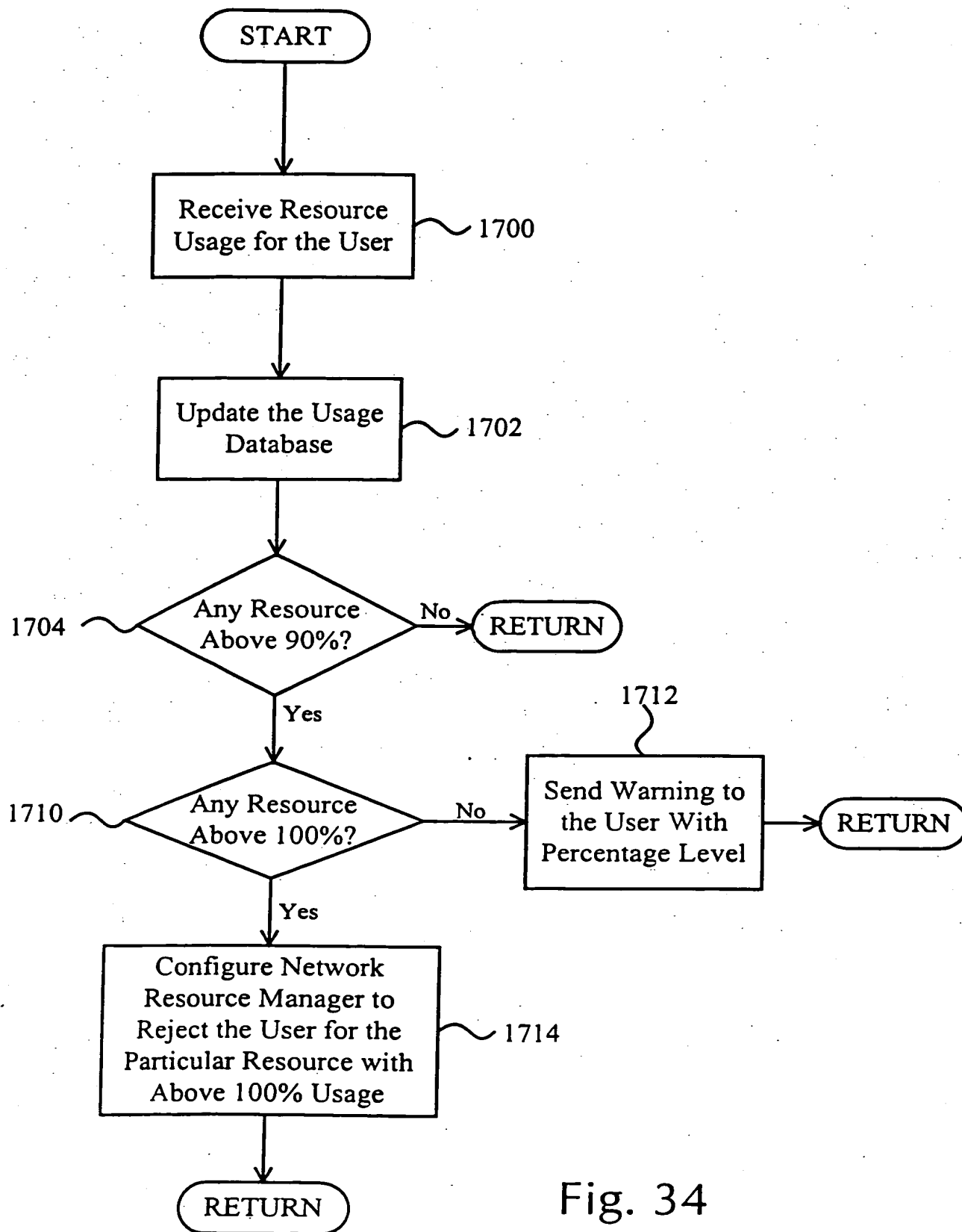


Fig. 34